



Difficulty of Service Scale

&

FaDSS Self-Sufficiency Matrix

Handbook

## **Introduction**

The Difficulty of Service Scale \* and the FaDSS Self Sufficiency Matrix is to be used as a data collection tool in the Family Development and Self-Sufficiency Program (FaDSS). These tools will be used statewide effective November 1, 2008. All staff will have to attend training to become certified to use the tools prior to use. Each agency will have at the minimum of one staff attend a training to become a trainer of the tools. This person will be responsible for training staff within one month of hire.

These data collection tools do not replace any current assessment. However if a program wants to do a work plan amendment to adjust the assessment process of the program they can do that at any time.

## **Special Circumstances**

**Transfers:** Cases that are transferred from one grantee to another must have a Difficulty of Service Scale and Matrix completed by the new grantee.

**Other FIP Parent moves in and out of household:** If you have one of the adults from a two parent household leave the home prior to the entire family exiting the program you will not enter the exit information on the web based profile on the other FIP adult until the entire family exits the program. However, you may collect that Matrix information at the time the other FIP adult leaves in order to capture accurately that information. If the other FIP adult returns to the home prior to the family exiting FaDSS you would not do another DOS or SSM at enrollment for that person since that has already been done one time on that person.

**Staff turnover:** In some instances families will exit FaDSS when a staff person leaves. Sometimes the new worker is responsible for completing the exit for these families. In these cases Have the new worker complete the SSM to best of there knowledge. If they can find out any of the scores through the domains from IM, PROMIS JOBS, consultation with supervisor or case review take that route. For the domains that they can't figure out please leave the scores the same from the enrollment score.

**Best Practice:** When you know the worker is leaving the FaDSS program have them do a point in time SSM on the family. This would not be entered into the system unless the family exits before a new worker sees them. This would help in the situation that this question is addressing and will also assist the new worker in knowing where the family is at since they enrolled in the program.

## **Difficulty of Service Scale\***

The Difficulty of Service Scale will be used with all FaDSS families to assess the family upon intake. The scale helps to standardize provision of services and gives a way of benchmarking the family's improvement upon exiting the program.

\*Scale from the H. John Heinz III School of Public Policy & Management Spring 2005 Systems Synthesis Project - Designing Outcomes Evaluation for Human Services Programs: A Case Study of the Continuum of Care Supportive Housing Programs

**How Data are Collected:** The scale is completed by the Specialist, based on his/her observation and initial assessment of the family and/or individual. The scores are the Specialist's perception of the level of the family and/or individual. (This is the same way a Specialist would complete the Snapshot of Issues.) If a family is a two-parent household there will be a score for both the head of household and the other FIP parent. The information is collected using form 4.36 and if there is another FIP adult form 4.37 will be used. This form(s) will be placed in the family file.

**When Data are Collected:** As close to enrollment as possible but no later than two months of program enrollment. (If a family enrolls on October 15, the Difficulty of Service needs to be completed by December 15.) If the other FIP adult enters the family after enrollment, complete the scale for that person within two months of that person joining the family. Form 4.37 will be used to collect his data. The Difficulty of Service Scale is **ONLY** measured at enrollment.

**Subjects:** Head of household and other FIP adult as listed on the profile. If the other FIP adult enters the family after enrollment, complete the scale for that person within two months of that person joining the family.

**Filling out the Difficulty of Service Scale:** You can only select one level for each adult. An easy way to do this is to go through the whole list and check each item that applies to the person. Find which level has the most checked, and select that level as the score. If there is an even split between levels rate the person at the lower level. The information is collected using form 4.36 and if there is another FIP adult form 4.37 will be used. This form(s) will be placed in the family file.

## **Definitions**

### **LEVEL ONE**

**Reclusive** = This person is solitary and withdrawn from the rest of the world. He cannot get or keep employment.

**Poor self image** = This person with a low opinion of his own worth, attractiveness, or intelligence. He does not have confidence in his personal value and worth as an individual person.

**Multiple physical problems** = This person has more than two difficulties that relate to the body that impairs his ability at home or work.

**Drug and alcohol Issues** = This person is not dealing with drug/alcohol issue. She is actively using, which is affecting daily functioning skills.

**Severe mental illness** = This person has been diagnosed with a mental illness and is not seeking treatment or following through with his treatment plan. She can not perform basic daily functioning skills.

**Social isolation** = This person likes being alone and separated from others in community. He may be able to interact with others in his comfort zone but not in the general public.

## **LEVEL TWO**

**Protective/guarded personality** = This person is anxious to protect or defend somebody or something, often excessively so. She can be suspicious or tentative in providing information.

**Selective conversation** = This person will pick or choose what she will discuss with you. She will talk about superficial things but will not deal with matter of concern.

**Attempts at hygiene** = This person is trying to keep his/her body, teeth, nails, and hair clean without a lot of success.

**Accepts medical and/or social care** = This person is willing to take advice, referral and/or treatment to take care of medical (both body and mental) and other services. Other services would be such things as a referral to the food pantry, parenting group, church.

**Chronic problems are identified** = This person has long lasting physical, substance, and mental health issues are recognized by both the person and a professional.

**Recovering efforts began** = This person has recognized health, substance, mental health issues and has gone to some type of professional service at least one time and plans to continue with the treatment plan.

## **LEVEL THREE**

**Sociable** = This person is inclined to seek out the company of other people.

**Seeks health care** = This person knows when he needs to see a professional for physical, substance or mental health issues.

**Knowledge of services available** = This person has a general awareness of where to go to have needs met.

**Expresses needs** = This person is able to identify his issues and needs, and communicates them with others.

**Addressing Employment Barriers** = This person knows the barriers that must be addressed to gain employment and is working on addressing them. Example: finding childcare and securing transportation.

**Modest rehab success** = This person has been attending treatment for mental health or substance abuse issue and has experienced some success. He may have some up and downs but more good days than bad days.

#### **LEVEL FOUR**

**Offers to volunteer** = This person does something voluntarily to improve her circumstance, or help others. She does something to improve her situation, even when it hasn't been required.

**Struggles with self needs and a desire to attain a place in society** = This person has difficulty balancing her personal needs with her goal of gaining a positive place in society (her community). She has trouble knows where she want to be personally, and within their society, but is not quite there.

**Relates to authority** = This person knows how to behave in an appropriate and positive manner to persons of authority who have power over him. He can accept orders.

**Seeks employment** = This person has her life in order and is ready to apply for employment. Example: She has transportation, child care, and skills.

#### **LEVEL FIVE**

**Self-fulfillment** = This person is contented or happy as a result of personal work, initiative, or talent

**Responsive to help** = This person reacts positively to medical, mental health and substance treatment. If not in treatment he reacts quickly, strongly or favorably to assistance to help him overcome a barrier.

**Serves as example/mentor for others** = Other people can look up to this person. She has overcome barriers to self sufficiency and family stability.

**Good Hygiene** = This person has no problem with cleanliness.

**Feeling of self-worth** = This person believes in self. He has confidence in his personal value and worth as an individual person.

**Sober and/or free of symptoms of mental health and/or physical health issues.** This person has no problems with substance, health or mental health; or has kept these issues under control for at least the last six months.

**Person is employed and/or attending school with minimal issues =** This person is working and as very few issues in functioning. This person only needs minimal support and encouragement to keep on track.

### **FaDSS Self Sufficiency Matrix**

The FaDSS Self Sufficiency Matrix will be used with all FaDSS families to assess the family at enrollment and at exit. The Matrix gives a way of benchmarking the family's improvement upon exiting the program in seventeen different domains.

DOMAINS		SCALE
Housing	Child Care	1 = In Crisis
Food	Children's Education	2 = Vulnerable
Health Care	*Legal	3 = Safe
*Mobility	*Life Skills	4 = Building Capacity
*Mental Health	Support Network	5 = Empowerment
*Substance Abuse	Safety	
*Physical Health	*Employment	UN = Unknown
Income	Energy Assistance	NA = Not Applicable
*Parenting Skills		
* These are the domains that need to complete for both the Head of the Household and the other FIP Adult.		

**How data are collected:** The Matrix is completed by the Specialist, based on his/her observation and initial assessment of the family and/or individual. The scores are the Specialist's perception of the level of the family and/or individual. (This is the same way a Specialist would complete the Snapshot of Issues.) The information is collected using form 4.36

**When data are collected:** As close to enrollment as possible but no later than two months of program enrollment (If a family enrolls on October 15, the Matrix needs to be completed by December 15.) and at program exit (within 10 days of the month following exit).

If the other FIP adult enters the family after the initial enrollment date, complete the Matrix for that person within two months of when that person joined the family. If the other FIP adult exits prior to the date the entire household exits, complete the Matrix on the other FIP adult upon his/her exit.

**Subjects:** Head of household and other FIP adult on FIP grant (2-parent household) as listed on profile. There are many domains where the entire family's circumstance is to be taken into

consideration. With those domains the head of household will determine who to include as family members. (This may include the other adult not on the FIP grant.)

Some domains apply only to the head of household and other FIP adult. The domains that apply only to the head of household and other FIP adult are marked with an asterisk (\*) in the domain column. The cells in the scoring column for these domains are split and shaded. The score for the head of household would be noted in the top half of the cell, and the score for the other FIP adult would be noted in the bottom half of the cell.

**Filling out the Matrix:** Select one and only one status level in each of the domains. When in doubt about a rating, select the lower level. The information is collected using form 4.36.

## Scale

**1 = In Crisis:** Individual is in a situation or period in which things are very uncertain, difficult, or painful; especially a time when action must be taken to avoid complete disaster or breakdown

**2 = Vulnerable:** Individual is open to physical or emotional harm. Individual is easily persuadable or liable to give in to temptation.

**3 = Safe:** Individual is in a position or situation that offers protection, so that harm, damage, loss, or unwanted tampering is unlikely certain. Individual is able to be trusted or depended upon.

**4 = Building Capacity:** Individual is more than safe. Individual is in the process of being able to have more control over decisions and circumstances. Occasionally can be tentative in resolving problems but is able to gather resources to make informed judgments and decisions.

**5 = Empowerment:** Individual has authority and the power to make decisions for self and family. Has a sense of confidence or a good self esteem.

**UN = Unknown:** Chose unknown if you do not have enough information to score the person in the domain. At exit unknown (UN) cannot be used if the domain was given a number at enrollment. Chose the number from the scale that was the last known situation of the domain.

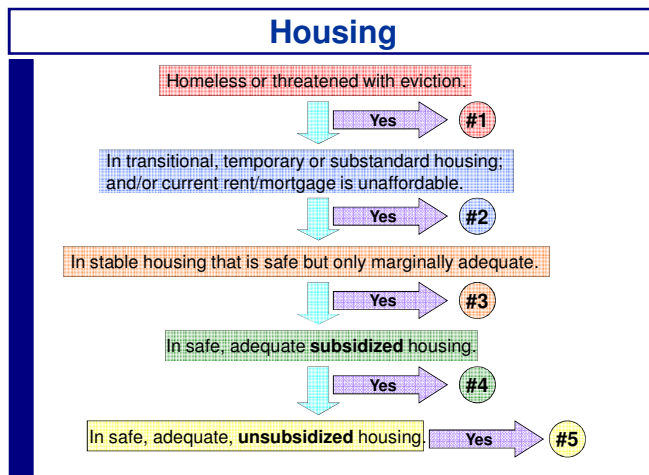
**NA = Not Applicable:** Chose NA if the domain does not apply to the person. This may only be used in for childcare, children's education, and energy assistance.

## Domains

### Housing

1. Homeless or threatened with eviction.
2. In transitional, temporary or substandard housing.
3. In stable housing that is safe but only marginally adequate.
4. Household is in safe, adequate subsidized housing.

5. Household is in safe, adequate, unsubsidized housing.



- ❑ Most families in **unsubsidized** housing will likely be rated as **#2**.
- ❑ **Eviction** means the family has been served with a notice if in a landlord/tenant situation, or has been asked to leave if living with others.
- ❑ Families should be counted as **homeless** if one of the following situations applies; living in a shelter, living in a camper or car, no home or permanent address.
- ❑ If a family lives with another family and they consider this a permanent situation this should be considered as **#2**. Other housing programs that are more long term in nature would also be rated **#2**.
- ❑ Do not take into account the families' lack of household items, such as furniture when determining housing safety and adequacy. You may take into account housing mechanicals such as a furnace and running water.

### Examples

#### **#1:**

- ❑ Jan was evicted from his duplex 2 weeks ago. He and his family are staying at a homeless shelter.
- ❑ Frank is renting a house. His rent is \$250 per month. His income is \$500 per month. He only had \$150 to pay on his rent when it was due. Frank's landlord just gave him an eviction notice.
- ❑ Krissy moved in with her boyfriend two months ago. They started fighting a couple weeks ago. He beat her up pretty badly and she called the cops on him. Now Krissy and the kids are staying in a domestic violence shelter.
- ❑ Fred and Ethel moved here from Minnesota with their two kids because Fred was promised a job here. The job fell through. The shelters were full, and they didn't have enough money to stay long at a hotel, so the family has been staying in a tent at the campgrounds for 3 weeks.



**#2:**

- ❑ Violet has three children. She was evicted from her apartment last month. She stayed at a homeless shelter for a couple weeks, until she was accepted into a local transitional housing program.
- ❑ Frieda and her family live in a decent rental house. The toilet quit working last week and she can't get the landlord to come over and fix it. Now they have to go to the Kwik Shop to go to the bathroom.

**#3:**

- ❑ Carl lives with his 4 kids in a 2 bedroom apartment in a safe area. His rent is \$200 per month. His income is \$610 per month.
- ❑ Ward and June live with their 2 children in a 3 bedroom apartment. It's in a great area, and the rent is affordable. The only problem is that the heat in one of the bedrooms doesn't work. The landlord told them that as long as 2 bedrooms had heat, they shouldn't complain.

**#4:**

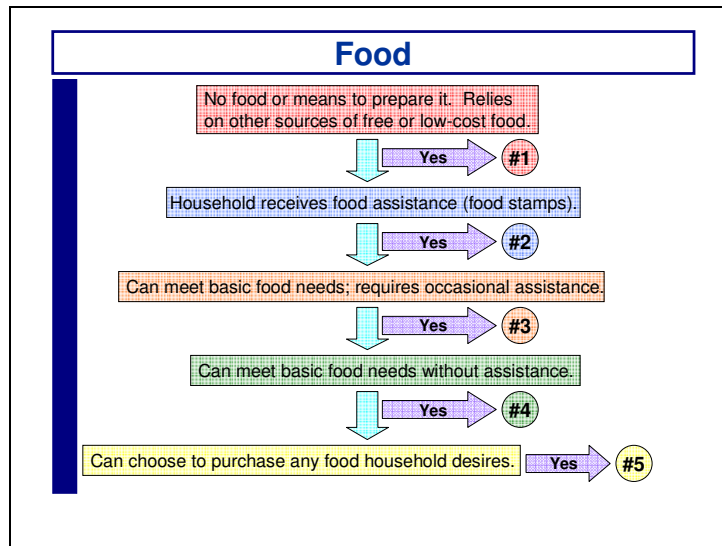
- ❑ Maria was on the Section 8 waiting list for 2 years. Her name finally came up 4 months ago. Maria and her family moved into a nice apartment right across the street from the elementary school. Their rent is only \$46 per month. Her income is \$426 per month.
- ❑ Max is a single dad raising one son. His income is \$361 per month. He lives in a subsidized housing complex and doesn't pay any rent. The company that owns the place is really picky about who lives there. They also have a great maintenance guy who is always available and security officer on site 24/7.

**#5:**

- ❑ Roxie is a single mother of three. She's working and her wages are \$1400 per month. She was able to move out of subsidized housing into a roomy townhouse in a nice part of town. Her rent is \$300 per month.
- ❑ Fred and Wilma are buying a house. Their monthly income is \$3000. Their house payment is \$600. They live in a great location near the elementary school and police station.
- ❑ Lucy and her children are living in a nice safe neighborhood in the house that belonged to Lucy's grandmother. Her grandmother passed away a few months ago. Since the house was paid for, Lucy's relatives are letting them live there as long as they want for free, except for utilities, which run about \$100 per month. Lucy's income is \$426 per month.

**Food**

1. No food or means to prepare it. Relies to a significant degree on other sources of free or low-cost food.
2. Household is on food assistance (food stamps).
3. Can meet basic food needs, but requires occasional assistance.
4. Can meet basic food needs without assistance.
5. Can choose to purchase any food household desires.



- ❑ Most of our families will be at #2 at entry.
- ❑ **“Occasional assistance”** would be getting food from food pantries, friends, family and/or eating meals with others.

### Examples

#### #1:

- ❑ Veronica and her son Justin just moved to town to get away from Veronica’s abusive boyfriend. They are renting a room in a big house. They don’t have a kitchen, and haven’t gotten my food assistance yet. They got food from the food pantry that they don’t have to cook and they eat lunch and supper at meal sites.

#### #2:

- ❑ Mimzy tries really hard to feed her family well. She gets food stamps and cooks a lot of things from scratch to make sure the food stamps stretch.

#### #3:

- ❑ The Buckers don’t qualify for food assistance (food stamps) anymore. Most of the time they can manage, but sometimes they go and have dinner at a friends house, and at Thanksgiving and Christmas they sign up for food baskets at the Salvation Army.

#### #4:

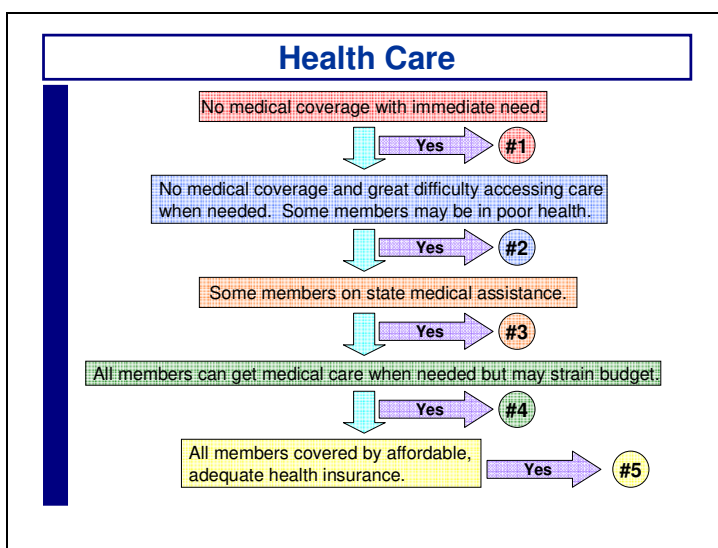
- ❑ Now that Meg and Randy are both working they are in great shape. They don’t need food stamps and can get by without getting “care packages” from Meg’s mother or going to food pantries.

#### #5:

- ❑ Emily says that it is great to have a decent paying job. Now when she goes to the store, if she wants to make dinner a special occasion and grill steaks, she can do it. Emily can buy the kids good ice cream instead of the cheap “dairy dessert” that she used to have to buy.

## Health Care

1. No medical coverage with immediate need.
2. No medical coverage and great difficulty accessing medical care when needed. Some household members may be in poor health.
3. Some members (e.g. children) have state medical assistance.
4. All members can get medical care when needed but may strain budget.
5. All members are covered by affordable, adequate health insurance.



- ❑ Most of the families we serve will be at 3 at enrollment and exit due to transitional medical programs.
- ❑ If anyone in the family has state medical insurance the family can not score higher than 3 in this domain.

### Examples

#### **#1:**

- ❑ Mimi's daughter Missy is running a high fever and has been vomiting all night long. She just moved to Iowa and doesn't have a medical card yet. Missy needs to see a doctor now.
- ❑ Eileen moved to a different address, didn't tell DHS, or do a change of address. Her medical card was returned to Des Moines as "undeliverable." Now Eileen doesn't have a medical card and can't refill the prescription for her son Jason's inhaler. He's got a bad case of asthma, they don't have air conditioning, and his allergies are acting up. He needs that inhaler now.

#### **#2:**

- ❑ George and Laura just moved here from out of state. Both of them are working full time but they don't have health insurance so they are still on Medicaid. The kids need

immunizations. There's a clinic in town they could go to that takes a medical card, but it is 50 miles away and they can't get a ride there.

**#3:**

- ❑ The Jetsons are receiving FIP benefits and have a medical card.

**#4:**

- ❑ The Garcias are off FIP now, and earn too much to get any state medical coverage. The insurance through Carlito's job has a co-pay of \$50 for a visit to the doctor. The Garcias go to the doctor when they need to, but it means they'll have to give up something else they would normally get. It's hard to stretch their limited budget.

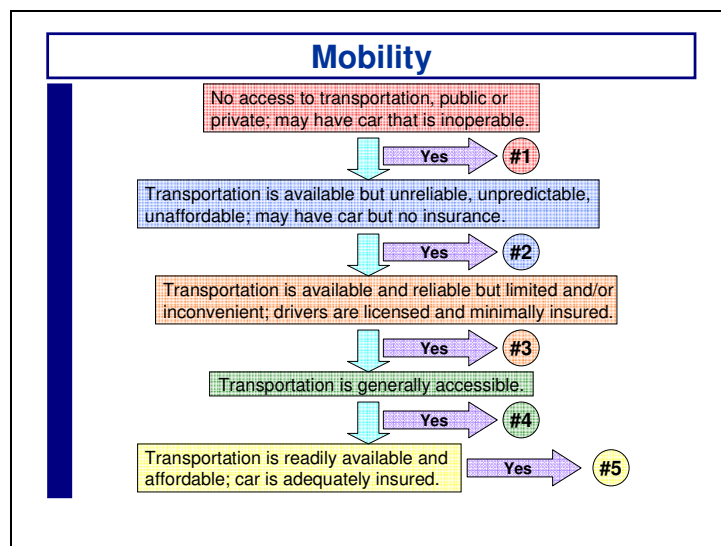
**#5:**

- ❑ Kandace finally found a good paying job with benefits! She only has to pay \$50 a month for her medical insurance and she finally has co-pays she can afford!

**\*Mobility**

**This domain needs to complete for both the Head of the Household and the other FIP Adult.**

1. No access to transportation, public or private; may have car that is inoperable.
2. Transportation is available but unreliable, unpredictable, unaffordable; may have car but no insurance, license.
3. Transportation is available and reliable but limited and/or inconvenient; drivers are licensed and minimally insured.
4. Transportation is generally accessible to meet basic travel needs.
5. Transportation is readily available and affordable; car is adequately insured.



- ❑ Look at the big picture for mobility
- ❑ We are talking about **access to** transportation,
- ❑ Not necessarily having a car or being able to drive.

**Example of Two-Parent Household with different scores for each parent would be:** One parent is working and one is going to school but they only have one car. The Mom works and always takes the car that is readily available. She would be a “5.” Dad goes to school and can use the car when mom is not working. When Mom works, Dad gets rides with friends (when the friend doesn’t miss school due to the child care issues that periodically arise). The Dad would be a “4” because he can generally access transportation.

### Examples

#### **#1:**

- ❑ Yolanda lives in a small town. There isn’t any bus service to the nearby town where DHS and PJ is located. Her only friend with a car works during the day so Yolanda doesn’t have any way to get to PJ and DHS.
- ❑ Tamika has a car sitting in her driveway. The transmission went out right after she moved here from Chicago. She can’t afford to replace it. Tamika is about two miles off of the bus route (dirt road) and doesn’t know anyone here who can give her rides.

#### **#2:**

- ❑ Charlotte doesn’t have a car, but her grandma can give her rides sometimes. It depends on her work schedule.
- ❑ Mamie has friends that will give her rides when she has enough money to pay for gas. Sometimes they don’t show up when they are supposed to and she misses appointments.
- ❑ Ronda has a car, but they pulled her drivers’ license a few months ago. Sometimes she can get her baby’s father to give her a ride places, but he works different hours every day and he doesn’t always answer the phone when she calls him.

#### **#3:**

- ❑ Fred and Ginger have one car between them. They have insurance and drivers’ licenses. Sometimes Ginger can take Fred to work and then drive to work. But Ginger’s schedule varies and sometimes she doesn’t get off work before Fred does. Then she has to scramble to find a ride to work, or get up really early to walk because her job is about 5 miles away.
- ❑ Kayla’s aunt will let her use her car to go to work third shift. But her aunt has to come and pick Kayla up, and then Kayla has to drop her aunt and the kids off at her aunt’s house and go to work.

#### **#4:**

- ❑ Lori is really lucky because her apartment is right on the bus line. She buys a monthly bus pass and can get pretty much anywhere she wants to go. Sometimes it’s a hassle because Lori has to get up early or wait for transfers, or has to make several stops to drop off the kids at day care, but at least she gets there. The only problem is that the buses stop running at 6 p.m.

#### **#5**

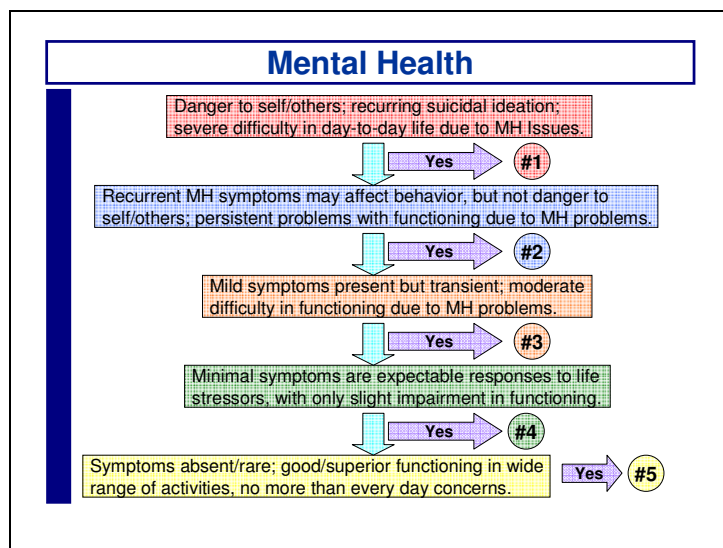
- ❑ Bobbi Jo lives in a duplex and her sister and brother-in-law live next door. Her sister is a stay-at-home mom and has a car. Bobbi Jo can get anywhere she needs to go by borrowing her car, or getting a ride from her. She helps by putting gas in the car, or babysitting for them.

- ❑ Dennis was able to buy a car using FSSG funds through PROMISE JOBS. In order to get the money for the car, he had to show proof of insurance and driver's license. This is his first car and he says that it's great not to have to ask for rides anymore.

### \*Mental Health

**This domain needs to complete for both the Head of the Household and the other FIP Adult.**

1. Danger to self or others; recurring suicidal ideation; experiencing severe difficulty in day-to-day life due to psychological problems.
2. Recurrent mental health symptoms that may affect behavior but not a danger to self/others; persistent problems with functioning due to mental health symptoms.
3. Mild symptoms may be present but are transient; only moderate difficulty in functioning due to mental health problems.
4. Minimal symptoms that are expectable responses to life stressors; only slight impairment in functioning.
5. Symptoms are absent or rare; good or superior functioning in wide range of activities; no more than every day problems or concerns.



- ❑ We are talking about **SYMPTOMS** and looking at mental **HEALTH** not mental **ILLNESS**.
- ❑ **Transient** means lasting for only a short time and quickly coming to an end, disappearing, or changing
- ❑ **Functioning** means having the ability to perform daily living skills – get up in the morning, bathe, cook, clean, etc.
- ❑ **#4** could be situational depression, anxiety, etc.

- **#4 and #5** would most likely mean they are managing with medication and use the medication as prescribed and appropriate. This would also include people who do not have any ongoing mental health issues requiring treatment.

### Examples

#### **#1:**

- Sam is schizophrenic and hasn't been taking his medication. He was disruptive in Workplace Essentials class, talking to himself and swearing loudly. He was asked to leave and became angry with his PROMISE JOBS worker when she told him he was being LBPd for not participating. He told her "If you take away my FIP, you'll be sorry."

#### **#2:**

- Robin had a baby 2 months ago. Now she's having a really hard time. She can barely get out of bed to feed and change the baby. At home visits (even in the afternoon) she often answers the door in her pajamas, and it's apparent she hasn't showered. The curtains are always closed and there is laundry scattered on the floor and dirty dishes in the sink.

#### **#3:**

- Whitney meets consistently with her mental health professional. Most of the time she functions pretty well at home visits and complies with PROMISE JOBS. Sometimes Whitney forgets her scheduled appointments with FaDSS, and has to be reminded several times to submit her time sheets to PROMISE JOBS.

#### **#4:**

- Dawson is now working full time and participates actively in FaDSS. He takes good care of his kids and complies with PROMISE JOBS. He recently missed a couple days of work when his mother was in a serious car accident and was hospitalized.

#### **#5:**

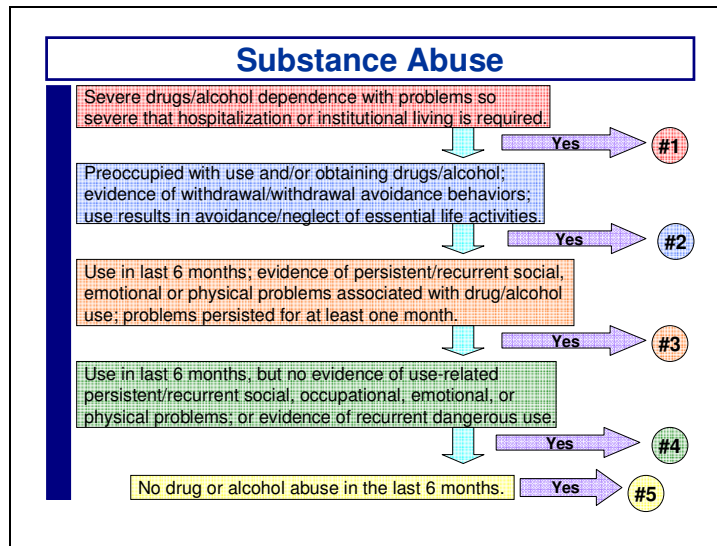
- Jill has 5 children and started a full time job 6 weeks ago. She was a little stressed out finding child care for all the kids, and the morning routine is crazy, but they all seem to be thriving. They continue to take their family walk every evening, sometimes with the FaDSS Specialist included.

### **\*Substance Abuse**

**This domain needs to complete for both the Head of the Household and the other FIP Adult.**

1. Meets criteria for severe abuse/dependence; resulting problems so severe that institutional living or hospitalization may be necessary.
2. Meets criteria for dependence; preoccupations with use and/or obtaining drugs/alcohol; withdrawal or withdrawal avoidance behaviors evident; use results in avoidance or neglect of essential life activities.
3. Use within last 6 months; evidence of persistent or recurrent social, occupational, emotional, or physical problems related to use (such as disruptive behavior or housing problems); problems that have persisted for at least one month.

4. Client has used during the last 6 months but no evidence of persistent or recurrent social, occupational, emotional, or physical problems related to use; no evidence of recurrent dangerous use.
5. No drug/alcohol abuse in last 6 months.



- ❑ In this domain we are talking about **abuse** not **use**. “Normal use” is acceptable.
- ❑ If they are an inpatient and going through detox, score **#1**. If they are an inpatient with their children and are further a long in the treatment plan, score could move to **#2** or **#3**.
- ❑ **#1 and #2** involve active abuse. (Perhaps legal issues associated with abuse.)
- ❑ **#3** there is abuse and evidence that the abuse is affecting them.
- ❑ **#4** there is abuse but no evidence it is affecting them.
- ❑ **#5 not presenting to you – not an issue now or has never been an issue.**
- ❑ **UN** = not known for sure.
- ❑ **What about treatment center (transitional program) where parents and children reside together?** If first entering and still preoccupied with drug/alcohol, score at **#2**. If farther along in treatment, score **#3**.

### Examples

#### **#1:**

- ❑ Kaylie is a recovering alcoholic and has been sober for 5 years. She was doing well until she lost her job 3 months ago. She started drinking heavily, and was reported to DHS when her 3 year old was found alone playing in the park down the street. When they arrived at the house, Kaylie was unresponsive. She was taken to the hospital and admitted to the inpatient substance abuse treatment program.

#### **#2:**

- ❑ Leslie has shared with you that she has a history of abusing cocaine. On recent home visits it has been difficult to keep Leslie on task. She can't sit still, and is constantly moving around the room, picking things up, and moving them around. When her two year old is fussy, she loses patience quickly. This afternoon Leslie looks very tired, with circles



under her eyes and a pale complexion. There are toys, clothes and dirty dishes all over the living room. She and her daughter are still in pajamas. Leslie is focused on the mail delivery and jumps up to look out the window when she hears someone outside. She tells you she is expecting her FIP check today and needs to go and cash it as soon as it arrives.

**#3:**

- Paul has told you repeatedly that he is not an alcoholic. Yet in talking with him he has admitted that he's gone out on the weekend a couple times in the last two months and gotten so drunk someone had to drive him home. He says it's not a problem for him, other than a big headache the next day. However, when you are doing his budget sheet you discover that he has been behind \$50 on his rent the last 2 months. When you ask why, he explains that when he's out drinking, he tends to spend too much money.

**#4:**

- Andrea had been sober for the last 10 years. Two months ago her younger sister got married and Andrea had 2 glasses of wine at her wedding. She felt terrible about it, and talked to her sponsor right away. She stepped up her attendance at AA meetings to twice a week.

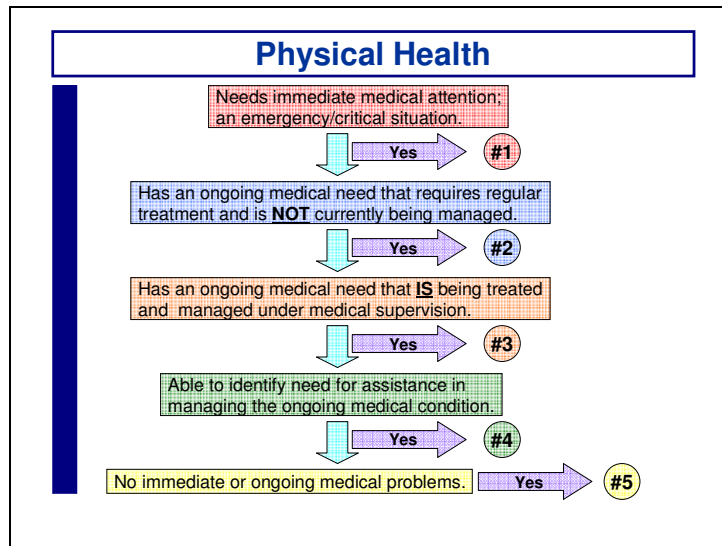
**#5:**

- Sean has a long history of narcotics abuse. However, he has been clean for 10 years. He attends Narcotics Anonymous meetings regularly and is a sponsor for several people. He regularly speaks to youth groups about the dangers of drug abuse.
- Heather is 25 years old and has two school-age children. She attends college full time. Even so, she still finds time to be active in PTA and spend time with her children, often taking them to the park and the library. She told you that once a month she gets together with her girlfriends at a local pizza place and has a couple beers with dinner.

## **Physical Health**

**This domain needs to complete for both the Head of the Household and the other FIP Adult.**

1. Needs immediate medical attention; an emergency/critical situation.
2. An ongoing medical need that requires regular treatment and is not currently being managed.
3. An on-going medical need is being treated and managed under the supervision of medical personnel.
4. Able to identify need for assistance in managing the on-going medical condition.
5. There are no immediate or on-going medical problems.



Difference between **3** and **4** . . .

- ❑ **#3** means you are receiving ongoing treatment that is being managed by medical professional.
- ❑ **#4** means you are receiving ongoing treatment that is being managed by medical profession AND ... you recognize that something is up and you need to contact your medical professional.

### Examples

#### **#1:**

- ❑ Carole has diabetes. During a home visit she mentions that she has a sore on her foot that is really bothering her. You press for information and she says it's been bad for about 3 weeks. She has it wrapped, and the dressing appears wet. She unwraps her foot to show you, and it is bright red, swollen, and there is a lot of drainage.

#### **#2:**

- ❑ Emily has high blood pressure. She was taking her medication as prescribed until a year ago when her doctor retired. She needs to find another doctor but just hasn't gotten around to doing it. Now she is having an increased number of headaches and some dizziness.

#### **#3:**

- ❑ Benjamin has asthma. He sees his doctor regularly and takes an oral medication. He uses an inhaler as needed. The doctor has advised him to use air conditioning in the summer and to avoid being outside if people are burning.

#### **#4:**

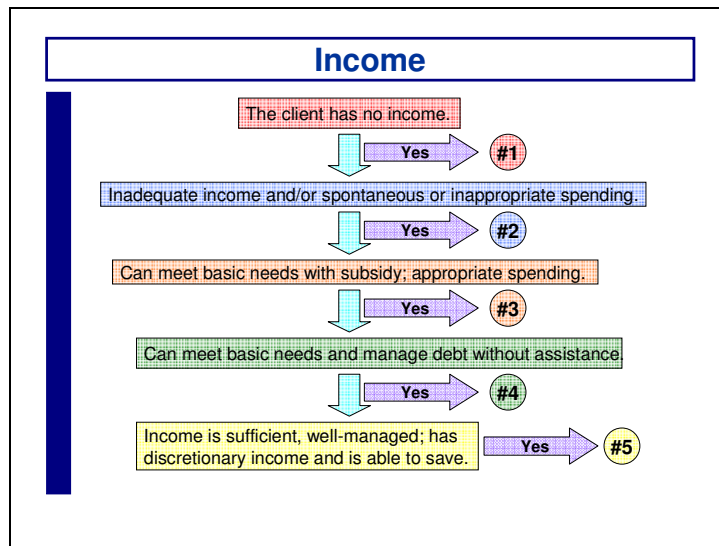
- ❑ Thomas has a seizure disorder and receives regular treatment from a neurologist. He takes several medications to control seizures. He has blood work done periodically to assess the levels of the medication so dosage can be adjusted. Sometimes in between checks he notices some symptoms related to seizures (fatigue, auras, etc.) so he calls his doctor for an appointment.

#### **#5:**

- Chandler and Monica have two children and receive FIP benefits. All family members are in good physical health, with no ongoing or immediate medical problems.

## Income

1. No income.
2. Inadequate income and/or spontaneous or inappropriate spending.
3. Can meet basic needs with subsidy; appropriate spending.
4. Can meet basic needs and manage debt without assistance.
5. Income is sufficient, well-managed; has discretionary income and is able to save.



- Income can be earned or unearned. Earned is employment or doing something for cash or paycheck. Unearned would be child support, SSI, etc.
- **Subsidy** = food assistance, subsidized housing, etc.
- **“Assistance”** would include FIP. As long as family receives FIP they won’t be higher than **#3**.
- At enrollment, likely a **#2 or #3**.

## Examples

### **#1:**

- Sarah and her children fled domestic violence in another state and are staying at a homeless shelter. She has just applied for FIP, and completed her FIA, but has not received her first check yet. She has no other income.

### **#2:**

- Maureen has one daughter and receives \$361 in FIP benefits. She was sharing an apartment with a roommate. The total rent was \$500 per month (including utilities). Maureen came home from her PJ class one day, and her roommate and all of her belongings were gone. The rent is due next week.

**#3:**

- Laverne has two children, Lennie and Squiggy. They receive \$495 in FIP benefits, as well as food stamps and medical benefits. They live in subsidized housing. Laverne manages her money well and can pay all of her bills, with enough left to pay for internet access.

**#4:**

- Marlo has been working full time for 5 months. Her FIP ended 2 months ago and she no longer receives food stamps or state medical benefits. She just moved into an apartment where rent is \$350 including utilities, which is very affordable with her income of \$1600 per month. Her income exceeds her expenses and she manages to pay monthly installments on small debts to local department stores.

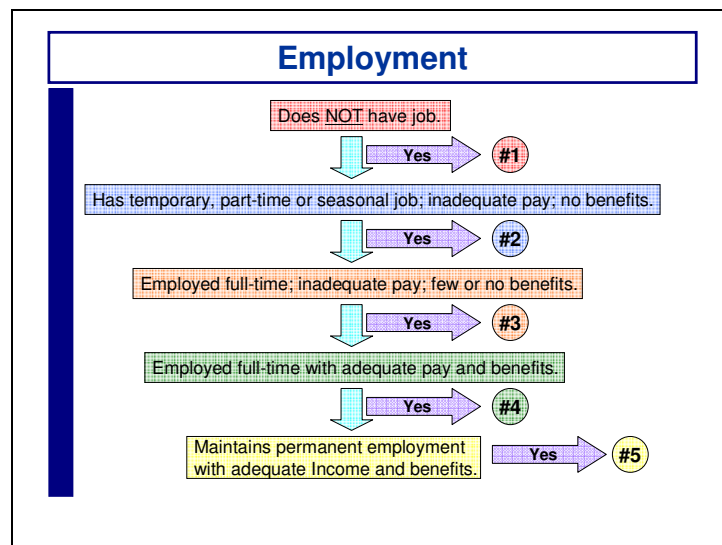
**#5:**

- Charles Ray graduated from the electronics program at a local college and got a job at a manufacturing company making \$25 per hour. He was quickly cancelled from FIP. Charles Ray is cautious with his money, and always makes sure he pays the bills before using money for anything else. This year he was able to buy nice tennis shoes for the kids for school, instead of cheap ones at the discount store. He has also started a savings account for each of his three children.

**Employment**

**This domain needs to complete for both the Head of the Household and the other FIP Adult.**

1. No job.
2. Temporary, part-time or seasonal job; inadequate pay; no benefits.
3. Employed full-time; inadequate pay; few or no benefits.
4. Employed full-time with adequate pay and benefits.
5. Maintains permanent employment with adequate income and benefits.



- Focus on **type of employment**, i.e. temporary, part-time, seasonal, full-time w/o benefits, full-time with benefits.
- **Full-time Permanent Employment** = maintaining a full time job with benefits for three months prior to exit from FaDSS.

Examples:

**#1:**

- Bozo is currently unemployed. With the economy in a downturn, it seems that folks just aren't hiring clowns like they used to.

**#2:**

- Buster is working at the John Deere Golf Classic for the next two weeks.
- Francis has worked at Super 8 cleaning rooms for 23 hours per week for 6 months. She gets no benefits.

**#3:**

- Marsha works at a nursing home 40 hours per week. She gets 5 vacation days but no medical benefits.

**#4:**

- Tonya works full time for the local community action agency. She earns \$9.00 per hour. She gets vacation time and sick time. She has medical insurance and the agency pays two thirds of the cost.
- Rick has been working 40 hours a week at \$15 per hour. He has health care and 401 k. He has been there 2 months.

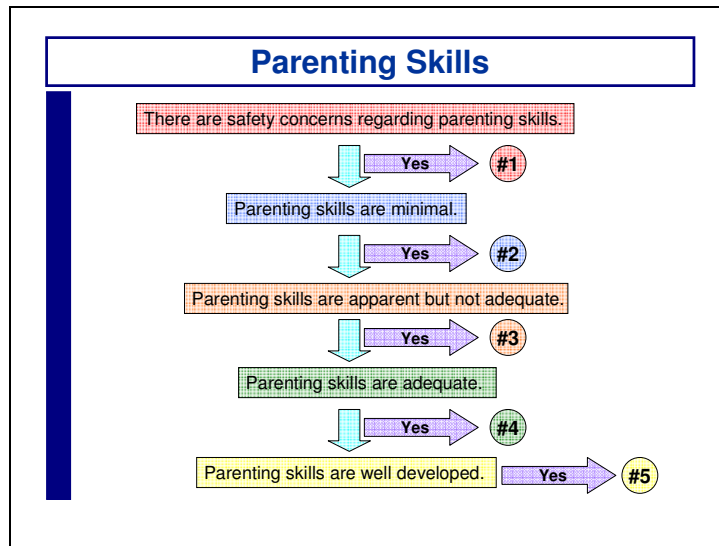
**#5:**

- Carli has been working 40 hours a week at \$15 per hour at Miller Marketing. She has health care and 401 k. She has been there 4 months.

**Parenting Skills**

**This domain needs to complete for both the Head of the Household and the other FIP Adult.**

1. There are safety concerns regarding parenting skills.
2. Parenting skills are minimal.
3. Parenting skills are apparent but not adequate.
4. Parenting skills are adequate.
5. Parenting skills are well developed.



## Examples

### #1:

- Maxine firmly believes in the idea of “spare the rod, spoil the child.” When children misbehave, she uses “belt on their bottoms to correct them.”

### #2:

- Yvonne is 16 and is a parent for the first time. At a home visit she recognizes when the baby is hungry and fixes a bottle for her. Then she puts her 4-month old daughter in an infant seat and uses a receiving blanket to prop the bottle.

### #3:

- When his 3 year old son Nicolas hits the FaDSS worker, George tells him “no.” Nicolas ignores him and hits the worker again. George takes him by the hand and tells him “no” and makes him sit in his chair at his small table. Nicolas gets up and hits the worker again. George picks Nicolas up and holds him, saying “sometimes it works, sometimes it doesn’t.”

### #4:

- Fred praises his daughter Emma when she is acting appropriately. When she misbehaves, he calmly puts her in a time out, even if he has to return her to her time out chair several times before she stays put.

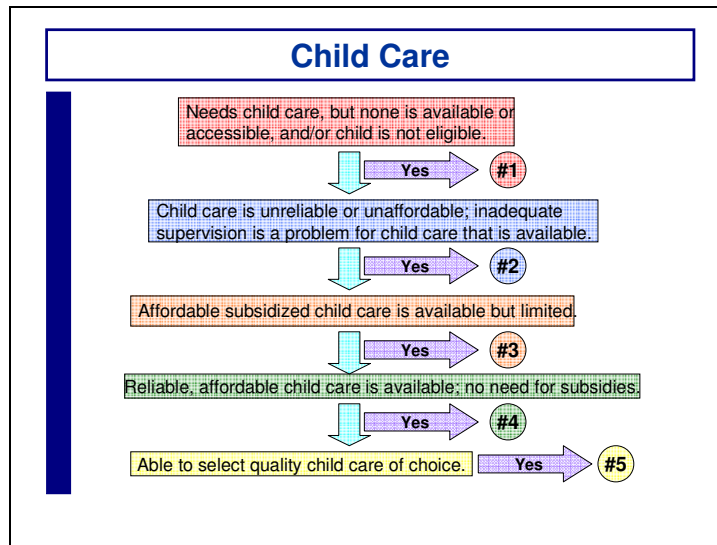
### #5:

- Teresa has worked hard to develop her parenting skills. She attended parenting workshops at the YWCA, and is now one of the group leaders of the program.

## Child Care

1. Needs child care, but none is available/accessible and/or child is not eligible.
2. Child care is unreliable or unaffordable; inadequate supervision is a problem for child care that is available.
3. Affordable subsidized child care is available but limited.
4. Reliable, affordable child care is available; no need for subsidies.

5. Able to select quality child care of choice.



- If a family needs child care, but have not started to look at child care options, they would be at #1.
- **Limited** could mean no slots available or no slots available for the shift the person works.
- #5 means that you can select any child care regardless of the cost.

Examples

**#1:**

- Ozzie and Harriet just moved to Dubuque with their 2 children. Ozzie has a full time job and Harriet will be starting school next month. They have the phone number for Child Care Resource and Referral but haven't started to look for child care yet.
- Marianne needs child care for her school age children for third shift work. She has checked with local referral agencies and child care facilities, but can't find any child care to meet her needs within 10 miles.

**#2:**

- Suzanne's neighbor agreed to watch her children (ages 3 and 5) while she attends college classes two days a week. When Suzanne is coming home from school one day, she sees the children alone at the park down the street.

**#3:**

- Renata is eligible for a voucher to assist her in paying for child care at a provider of her choice. She was only able to find one provider near the elementary school with a full time opening for her 4 year old and after school care for her 7 year old.

**#4:**

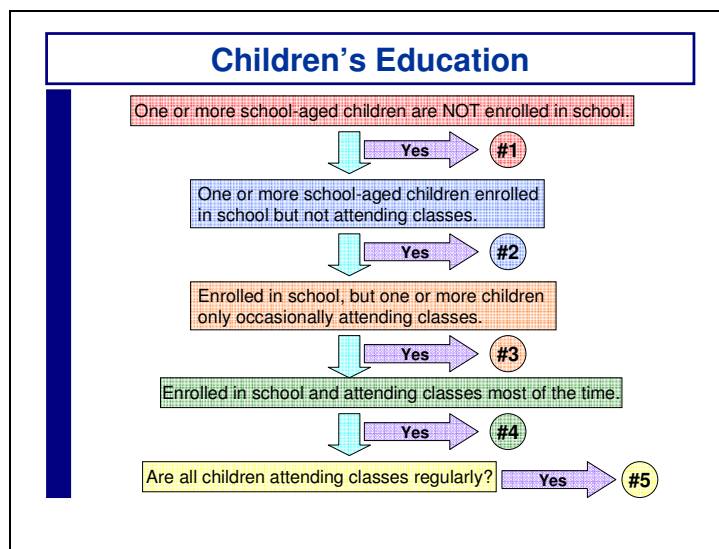
- Lisa is working and was able to find a family home provider with fees she could afford on her own without a child care subsidy. The provider lives a few blocks from Lisa and has been in business for 20 years.

**#5:**

- Frank and Mariah are now working full time. They are able to choose the best child care in town and afford to pay for it on themselves, without any assistance. The center even provides transportation!

### **Children's Education**

1. One or more school-aged children not enrolled in school.
2. One or more school-aged children enrolled in school but not attending classes.
3. Enrolled in school, but one or more children only occasionally attending classes.
4. Enrolled in school and attending classes most of the time.
5. All school-aged children enrolled and attending on a regular basis.



### **Examples**

#### **#1:**

- Margi moved to Cedar Rapids last week. She has not yet enrolled her 7 year old in school.

#### **#2:**

- Chelsea has 2 children, ages 5 and 15. Both children are enrolled in school. The 5 year attends every day, but Chelsea cannot manage to get the 15 year old to go. She drops him off at school each morning, but he leaves as soon as she drives away.

#### **#3:**

- Bethany has 3 children, ages 10, 12, and 16. They are all enrolled in school, but she can only manage to get the 16 year old out of bed and to school about 3 days a week.

#### **#4:**

- Daniel has 2 children enrolled in school. His 7 year old daughter attends regularly, but sometimes his 14 year old daughter refuses to get up saying she has cramps, so she occasionally misses school.

#### **#5:**

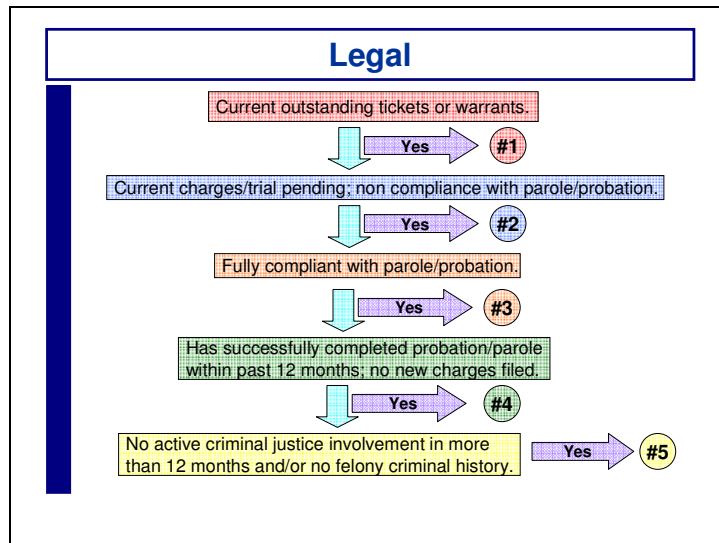


- Sonya's children, ages 6, 8, and 10 are enrolled in school and attend regularly.

## Legal

**This domain needs to complete for both the Head of the Household and the other FIP Adult.**

1. Current outstanding tickets or warrants (criminal).
2. Current charges/trial pending; noncompliance with probation/parole.
3. Fully compliant with probation/parole terms.
4. Has successfully completed probation/parole within past 12 months; no new charges file.
5. No active criminal justice involvement in more than 12 months and/or no felony criminal history.



- If a person has never had a legal issue you would choose #5.
- **Criminal History** means . . . Has to appear in court OR have a warrant OR involved in parole or probation. We are looking at the last 12 months.
- **Tickets** . . . must be of a criminal nature where you are required to appear in court.
- **#3** would also be that the person is complying with all conditions of the court if he/she were not placed on probation.

## Examples

### **#1:**

- Marylou is wanted in connection with a burglary in another county. She is staying with friends to avoid arrest.

### **#2:**

- Roger was arrested for assault in July. He was released from jail on bond pending trial in September.

- Alice is on probation for drug possession. She is required to attend evening treatment sessions 5 nights per week. She didn't show for the last 3 sessions.

**#3:**

- As a part of her probation, Mindee is expected to maintain a full time job and meet with her probation officer monthly. Mindee is fully compliant with these probation requirements.

**#4:**

- Allen successfully completed his probation 9 months ago. He has had no new charges against him since that time.

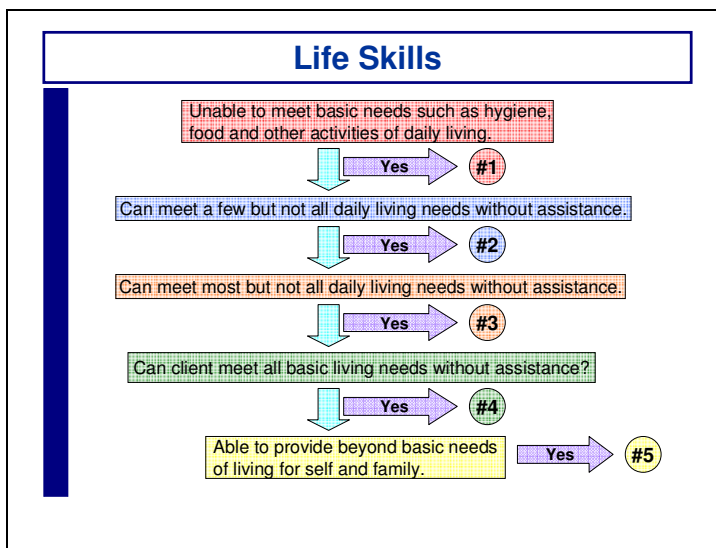
**#5:**

- Phillip is 25 years old. His only legal issue was when he was 16 and got caught shoplifting. He completed his 15 hours of community service as ordered.

## Life Skills

**This domain needs to complete for both the Head of the Household and the other FIP Adult.**

1. Unable to meet basic needs such as hygiene, food, and other activities of daily living.
2. Can meet a few but not all needs of daily living without assistance.
3. Can meet most but not all daily living needs without assistance.
4. Able to meet all basic needs of daily living without assistance.
5. Able to provide beyond basic needs of daily living for self and family.



- **Daily activities** = clean self, shower, clean house, cook meals.
- Most of our families would be scored at **#4** or **#5**.
- **What about someone who has the ability to do these things but doesn't due to depression?** They would be at **#1** because they aren't currently able to perform basic living skills.

## Examples

### **#1:**

- Matthew's brother comes to his home two times per week to help him bathe. His mother prepares his meals, and cleans his house for him.

### **#2:**

- Ruth can prepare food to get by but does not bathe herself or her child and her house is very messy.

### **#3:**

- Lulu keeps her children, herself and her house clean and neat. She doesn't cook well, so she mainly serves frozen dinners, sandwiches, or boxed macaroni and cheese.

### **#4:**

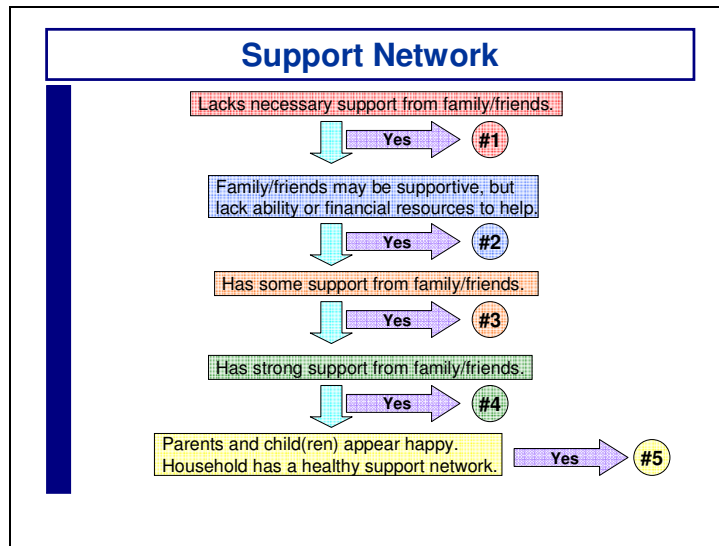
- Misty is able to cook meals for her family. She keeps her home clean, and her children are always clean and neat. Misty is always dressed and wearing make-up when you come to visit her.

### **#5:**

- Eileen is careful to prepare nutritional meals for her family. She and the children work together to keep the entire home neat and clean. The children have a regular night time routine including showers, brushing teeth, and choosing their outfits for the next day. Eileen is careful to iron anything that is wrinkled before they wear them. She shops for her clothing at the second hand store, and makes alterations so they fit her perfectly.

## Support Network

1. Lack of necessary support from family/friends.
2. Family/friends may be supportive, but lack ability or financial resources to help.
3. Some support from family/friends.
4. Strong support from family/friends.
5. Child(ren) and parents appear happy. Household has healthy support network.



- ❑ **Support Network** would be people who support you with things that you need such as a ride to work, babysitting, and send money from out of town.
- ❑ Think of the ecomap. The bubbles would be the support network. The amount/type of support would dictate the rating.

### Examples

#### #1:

- ❑ Esther and her two children just moved to Des Moines from Chicago. She doesn't know anyone in town, and she is afraid to contact friends or relatives in Chicago because she doesn't want her abuser to find her.

#### #2:

- ❑ Chuck's mom is always there to listen to his problems but she lives on a fixed income and can not help him out financially. She also does not drive or have a car so he can not help by driving him to appointments.

#### #3:

- ❑ Bridgett and her kids are new to Cedar Falls, but she met a few people at college who she studies with occasionally. Her mother calls her from Minnesota a couple times a week to see how she and the kids are doing. She gets together with the family in the apartment next door to watch movies sometimes.

#### #4:

- ❑ Melanie couldn't afford the apartment where she was living with her two children. Her cousin offered to them move into her large duplex. The move has worked out well as Melanie and her kids have two bedrooms to themselves. Melanie's cousin helps her out by babysitting for her when she needs to go to an appointment. Melanie's father sends her money for laundry detergent and other items when she is low on cash.

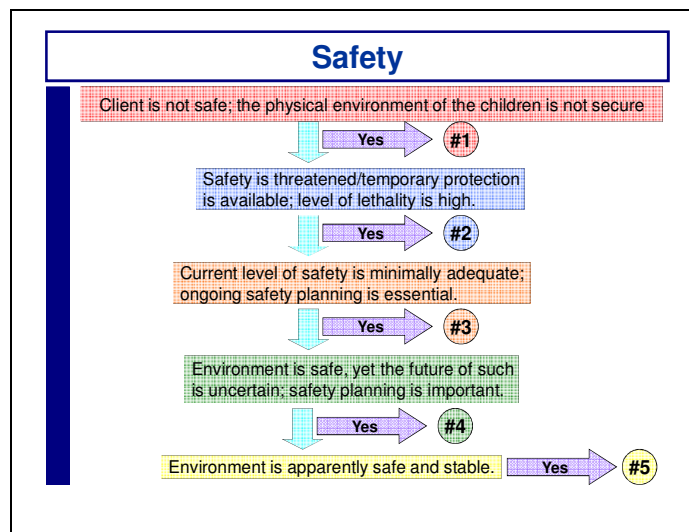
#### #5:

- ❑ Lucy and Ricky and their children are part of a large extended family. The whole family gets together for cookouts for birthdays and holidays. Ricky's cousin is a mechanic and helps them keep their car in good repair. Ricky and Lucy just have to pay for the parts.

At home visits the children show you pictures of their grandparents, aunts, uncles, and cousins. They talk excitedly about the last family cookout.

## **Safety**

1. Home or residence is not safe; immediate level of lethality is extremely high; possible CPS involvement.
2. Safety is threatened/temporary protection is available; level of lethality is high.
3. Current level of safety is minimally adequate; ongoing safety planning is essential.
4. Environment is safe, yet future of such is uncertain; safety planning is important.
5. Environment is apparently safe and stable.



- Focus here is on **ENVIRONMENTAL SAFETY**.

## **Examples**

### **#1:**

- Joey and her 2 toddlers live with her sister and brother-in-law. They decided to remodel the downstairs and removed all the walls and trim two months ago. All of the debris is still lying around on the floor, complete with rusty nails and paint dust.

### **#2:**

- Penny received a carbon monoxide detector from her FaDSS worker. The alarm went off during the night and the utility company found evidence of a carbon monoxide leak in the house. Penny and her children were able to go to stay with friends until the landlord could correct the problem.

### **#3:**

- Ellis and Emma are remodeling their home. They are replacing a window in one of the bedrooms, but they have nailed plywood over the open hole until the new window is

delivered. They also put a hook lock high on the top of the bedroom door so their 3 year old twins can't get in the bedroom.

**#4:**

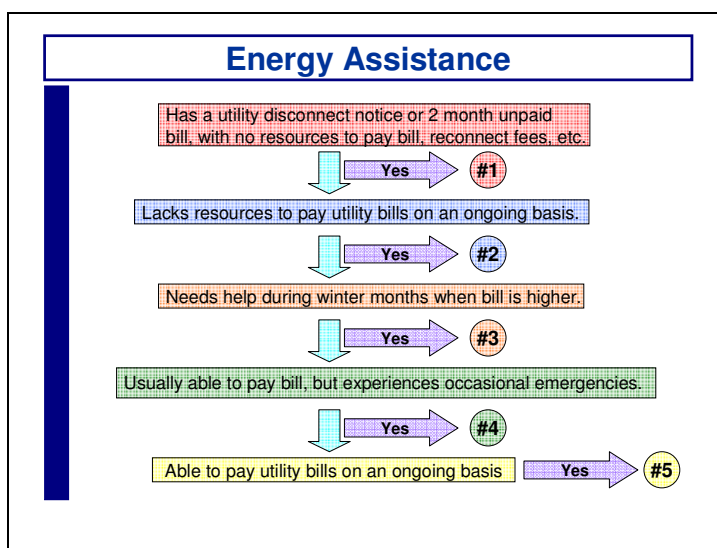
- Erin's landlord had a furnace contractor come in July to tune and clean the furnace. They discovered a cracked heat exchanger which must be repaired before the furnace can be used. The landlord is getting estimates on the repairs and Erin is applying for assistance with the local community action agency.

**#5:**

- Randy and Danni have done an excellent job child-proofing their home. There are covers on the outlets and locks on cabinet doors. They make sure that there are no "choke-ables" within reach of their toddlers. Their landlord does monthly safety checks in the apartment complex, and if there is a problem, there is an on call maintenance person available.

## **Energy Assistance**

1. Has a utility disconnect notice or 2 month unpaid bill, with no resources to pay bill, reconnect fees, etc.
2. Lacks resources to pay utility bills on an ongoing basis.
3. Needs help during winter months when bill is higher.
4. Usually able to pay bill, but experiences occasional emergencies.
5. Able to pay utility bills on an ongoing basis.



- If the FaDSS family lives in a residence in which the utilities are paid by another person, such as the case of a minor parent or landlord, this domain would be reported as **NA**.

## **Examples**

**#1:**

- It's April 15<sup>th</sup>. George and Laura have a disconnect notice for \$1300 on their gas and electric account. They received LiHEAP assistance, but didn't make any payments

during the winter months, so they are not eligible for crisis assistance. They already spent their FIP check on rent and other things so they have no money to pay on the bill.

**#2:**

- Betsy struggles to make ends meet on her \$361 FIP grant. Her rent is \$300 per month, and utilities run about \$50 per month, but sometimes higher. Some months she makes partial payments on the utility bill, and sometimes she doesn't pay anything, but she never gets caught up. She has figured out how to pay just enough to keep from getting disconnected until she can apply for LiHEAP.

**#3:**

- Felma prides herself in paying her bills on time each month. The only time she struggles is when utility bills are higher in the winter. Every year she applies for winter utility assistance with the LiHEAP program.

**#4:**

- Mary Grace budgets her money carefully and always pays her rent and utility bills first. Two months ago she was sick and missed 3 days of work, so she didn't have enough to pay her whole utility bill. Her mother loaned her \$25 to complete the payment.

**#5:**

- Benny is in subsidized housing and because he pays only \$50 in rent, he has more than enough money to pay his utility bills on an ongoing basis.